DIACAP FREQUENTLY ASKED QUESTIONS (FAQs)

- How do I access the DIACAP Knowledge Service (KS)?

  Instructions for DoD Personnel (Government and Military)

  (Must have a DoD PKI Certificate in the form of a Common Access Card (CAC) or Soft Certificate)

  1. Enter the following URL in your web browser (MS Internet Explorer): https://diacap.iaportal.navy.mil.
  2. A Security Alert box will pop up, and ask if you want to proceed. Click on the box entitled 'Yes'.
  3. You will be taken to the DIACAP Knowledge Service (KS) Splash Page. This page contains access requirements, a 'Login' button and detailed login instructions. Click on the link in the middle of the page that reads 'Detailed Login Instructions for DoD PKI Certificate Holders'.
  4. From here, you will be taken to a page containing detailed step-by-step guidance accompanied by screenshots to aid you in accessing the DIACAP Knowledge Service. If you have more than one certificate, be sure to choose your DoD PKI certificate. This will establish an account with the Navy Enterprise Single Sign On (NESSO).
  5. At the bottom of this page, click on the button that reads 'Login to DIACAP Knowledge Service' once you have read and understand the login instructions.
  6. **This entire process is only necessary the first time you access the KS.** On subsequent logins, after executing steps one and two above, you will be taken to the Splash Page. The "Login" button will then take you directly to the KS.

  Instructions for DoD Contractors in Direct Support of DoD clients:

  (Must have a valid ECA PKI Certificate and must attain sponsorship from a DoD employee)

  1. Enter the following URL in web browser (MS Internet Explorer): https://diacap.iaportal.navy.mil.
  2. A Security Alert box may pop up, and will ask you if you want to proceed. Click on the box entitled 'Yes'.
  3. You will be taken to the DIACAP Knowledge Service Splash Page. This page contains access requirements, a 'Login' button and detailed login instructions. Click on the link in the middle of the page that reads 'Detailed Login Instructions for ECA PKI Certificate Holders'.
  4. From here, you will be taken to a page containing detailed step-by-step guidance accompanied by screenshots to aid you in accessing the DIACAP Knowledge Service. If you have more than one certificate, be sure to choose your DoD ECA certificate. Once an account with the NESSO has been created, ECA Certificate holders must attain sponsorship from a DIACAP Team Member before being granted access. The DIACAP Team is defined in the Interim Guidance. A sponsorship request form is also accessed from this page. This form

requires contact information for both the user requesting access, and the individual sponsoring the user.

5. After submitting the sponsorship form, you will receive an email confirming receipt of the request. A separate email will then be sent to your sponsor who will confirm your need for access to the Knowledge Service.

6. If the sponsor approves your request, return to the above URL and proceed through steps 1-3. After confirming your NESSO account, you will be taken to the DIACAP KS Home Page.

7. At the bottom of this page, click on the button that reads 'Login to DIACAP Knowledge Service' once you have read and understand the login instructions.

8. **All of these steps will only be necessary the first time you access the KS**. On subsequent logins, after executing steps one and two above, you will be taken to the Splash Page where the "Login" button will take you directly to the KS.

For additional information, contact Technical Inquiries by phone or email:

Phone: (703)377-0001
email: support@diacap-knowledgeservice.org
Hours of operation: 0900-1700 EST, Monday – Friday

- How do I find out about eMASS?

All subordinate agency/organization requests for an eMASS deployment must be approved by the DoD Component CIO.

The Government-owned component of eMASS software is available free of licensing fees to DoD constituents. eMASS currently does not require an organizational investment in hardware, software licenses, application installation and configuration, and training. Determination of these costs will depend on factors such as availability of supporting COTS software/hardware, need for system configuration and database engineering support, and the amount and type of system training required.

The Office of DISA PEO-IAN is currently the eMASS sponsor and is the final authorizing authority for any eMASS deployment. PEO-IAN will approve all eMASS application deployments and installation and will require an agreement with the DoD Component installation site to ensure centralized configuration management in order to maintain the integrity of the system.

Organizations interested in obtaining additional information regarding a possible eMASS deployment may contact one of the following DISA POCs:

DISA PEO-IAN points of contact:
- Phone: (703) 882-1047
- email: IA31@disa.mil

- Who do I contact with questions on the Interim DIACAP Instruction, KS, and the DITSCAP to DIACAP transition?

The DIACAP Program Technical Inquiries Team can be reached by email or phone:

Phone: (703)377-0001
email: support@diacap-knowledgeservice.org
Hours of operation: 0900-1700 EST, Monday – Friday